Traveling internationally for business?
Don’t forget your first aid kit!

*Medical travel kits can arm travelers with protection needed in order to prevent or treat some potential medical problems in other countries. Here are some things to consider:*

**Medications and other items that may be commonly included:**
- Personal prescription medications in their original containers and copies of all prescriptions
- Anti-bacterial hand wipes or alcohol-based hand sanitizer
- Medication for fever or pain such as aspirin or acetaminophen
- Basic OTC medications such as decongestant, antihistamine, antacid, laxative, hydrocortisone cream, throat lozenges, and anti-fungal or antibacterial ointments or creams
- Anti-diarrheal medication (such as bismuth subsalicylate)
- Sunscreen

**Items to consider in specific circumstances or according to specific recommendations:**
- Insect repellent containing DEET
- Aloe gel
- Medication to prevent motion sickness
- Antibiotic for treatment of moderate to severe diarrhea
- Anti-malarial medications, as prescribed by a physician, if applicable
- High-altitude sickness preventive medication, as advised by a physician

**Other useful items:**
- Information about any health issues in your destination country
- Addresses and phone numbers of local health care providers, hospitals, and clinics
- Mild sedative or other sleep aid
- Anti-anxiety medication
- Lubricating eye drops
- Water purification tablets
- Commercial suture/syringe kits to be used locally
- Condoms
- Oral rehydration solution packets
- Digital thermometer
- Basic first-aid items (adhesive bandages, gauze, ace wrap, antiseptic, tweezers, scissors, cotton-tipped applicators)

**Medical Kits for Pregnant Travelers**
Additions and substitutions to the usual travel health kit need to be made during pregnancy. Important items include:
- Talcum powder
- Thermometer
- Oral rehydration solution packets
- Prenatal vitamins
- Anti-fungal agent for vaginal yeast
- Acetaminophen
- Sunscreen with a high SPF

Women in the third trimester may be advised to carry a blood-pressure cuff and urine dipsticks so they can check for proteinuria and glucosuria, both of which would require prompt medical attention. Anti-malarial and anti-diarrheal self-treatment medications should be evaluated individually, depending on the traveler, her gestational age, itinerary, and health history.

Whether or not you are part of NMB’s MEDEX 360°m program, you may want to have a look at the variety of medical kits provided by Medex that suit a variety of international situations and locations. For more information, visit: www.medexassist.com/Products/Travel/.
Martine Lemieux has recently been appointed as an Account Manager for Norfolk Mobility Benefits. Martine joined NMB in 2007 and served as Call Centre Coordinator, Claims Administrator and then Senior Customer Care Representative/NMB Client Service Liaison prior to being promoted into her new position.

Martine is fluently bilingual in both English and French, and has more than eight years of customer service experience in a variety of organizations in addition to NMB.

She says “I am very enthusiastic about my new role and confidant that my past experience within the company will be a great asset. I strongly believe in our company’s accomplishments and future goals and am proud to be part of such a great team!”
## President’s corner

### Search for healthcare providers on Norfolk website

Are you looking for a doctor in Vanuatu? A dentist in Burkina Faso? Or a hospital in Uzbekistan?

I travel a lot for work and know the challenges associated with trying to find healthcare in a foreign country when something unexpected happens. Norfolk Mobility is now making that job easier for our clients by offering an extensive list of world wide healthcare providers on the NMB website for their information. The health care providers are accessed via an alphabetical listing of countries. On each country page you will find lists of doctors, dentists, hospitals, outpatient centres, and more. The list will be continually updated with changes and new listings on a regular basis.

For more information, [click here](#) to visit and bookmark the page.

Also, we’d like to hear about your experiences. If you visit a center or particular health care provider and you think the experience was great or terrible, let us know. [Click here](#) to tell us what you think or to offer a suggestion.

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### NMB Claims Administration and Call Centre Report

**SERVICE LEVEL AND OPERATING METRICS**

(as at December 31, 2010)

#### Claims Administration and Call Centre Services

<table>
<thead>
<tr>
<th>Activity</th>
<th>Measure (Dec. 2010)</th>
<th>Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average backlog of claims (Days)</td>
<td>4.9</td>
<td>7 business days from receipt*</td>
<td>Measured once per month (end of the month)</td>
</tr>
<tr>
<td>Percentage of calls answered</td>
<td>97%</td>
<td>90% of calls will be answered</td>
<td>Measured as average over period</td>
</tr>
<tr>
<td>Calls answered in less than 20 seconds</td>
<td>2,143</td>
<td></td>
<td>Measured once per month (end of the month)</td>
</tr>
<tr>
<td>Percentage of calls answered – 20 seconds</td>
<td>79%</td>
<td>70% of calls will be answered within 20 seconds</td>
<td>Measured as average over period</td>
</tr>
<tr>
<td>Number of claims processed</td>
<td>5,012</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Eligibility and Premium Administration

<table>
<thead>
<tr>
<th>Activity</th>
<th>Measure (Dec. 2010)</th>
<th>Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processing speed of enrollments and employee changes*</td>
<td>Within 5 business days</td>
<td>5 business days from receipt*</td>
<td>Measured once per week (beginning of day Tuesday)</td>
</tr>
<tr>
<td>Average release date of monthly premium invoice</td>
<td>17-Nov-10</td>
<td>Monthly invoices issued by the 30th of the preceding month</td>
<td>Measured once per month (end of the month)</td>
</tr>
<tr>
<td>Percentage of invoices issued on time</td>
<td>85%</td>
<td>80% of invoices will be issued on time</td>
<td>Measured once per month (end of the month)</td>
</tr>
</tbody>
</table>

*Measured by determining the earliest, unprocessed item and measuring the number of business days between the date of receipt and date of completion, provided that complete and accurate information has been provided.

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(Comparison of service levels: Green = Meeting service level, Yellow = Just below service level, Red = Significantly below service level)
HEALTH WATCH

Dengue Fever

There were 114,855 cases of Dengue Fever in Venezuela last year. Almost 11,000 of those cases occurred in November 2010. Most cases are occurring in the northern part of the country, with Miranda and Falcon provinces being especially hard hit. Flooding in the area has worsened the outbreak.

On February 5th, Paraguay declared a Dengue health emergency in Ciudad del Este, the country’s second largest city. 123 people have been hospitalized and five people in the city have died from dengue fever already this year. This is most concerning because only 15 people died from dengue in all of Paraguay last year. Ciudad del Este is on the border of Brazil and Argentina.

Dengue Fever is a mosquito-borne infection which has recently become a major international public health concern. Dengue Fever affects great numbers of people; although the percentage of hemorrhagic complications and death are low, the numbers are still significant due to the high incidence of the disease.

Dengue Fever is found in tropical and sub-tropical regions around the world, predominantly in urban and semi-urban areas. The incidence of Dengue Fever has greatly increased in recent years, and it is now prevalent in the Caribbean, Central and South America, Mexico, the Pacific Islands, South Asia, and Southeast Asia. Worldwide, more than 100 million cases of dengue fever occur every year. A very small percentage of these develop Dengue Hemorrhagic Fever.

Dengue Hemorrhagic Fever

Dengue Hemorrhagic Fever is a rare but severe, potentially fatal infection that occurs when someone with immunity to one type of Dengue virus is infected by a different type. The early symptoms of Dengue Hemorrhagic Fever are similar to those of Dengue Fever, but the disease could progress to cause bleeding, shock, and ultimately death. A very small number may go into shock and half of untreated patients who go into shock do not survive. Mosquito bite prevention is the key to avoiding both Dengue Fever and Dengue Hemorrhagic Fever, as there is neither a vaccine nor any specific treatment.

Taken from MEDEX 360° Travel Alerts

Japan Earthquake and Tsunami

On March 11, 2011, northeastern Japan was struck by one of the most powerful earthquakes in recorded history (magnitude 8.9/9.0 on the Richter scale) causing a secondary tsunami that created more damage than the earthquake itself. Thousands are feared dead and hundreds of thousands have been displaced. From NMB we express our condolences to the Japanese Community and any expatriate that could be affected by this calamity.

Natural disasters like the one suffered by Japan are unpredictable and represent a huge challenge to local authorities and healthcare providers due to the numbers of people involved and the deterioration of the infrastructure after disaster. When this kind of disaster occurs, we encourage our insureds to:

- Follow any instructions offered by local coordination entities including evacuation plans, safety measures, shelter zone, etc.
- Get in touch with your respective human resources department to find out more about corporate plans to deal with the situation, or contact any of our call centers including our emergency assistance providers (Medex Global Solutions, TIC) to receive instructions. It is very important to understand that our plans cover medical evacuation only.
- Use available local resources to protect you until further actions or special help are available.

We urge our readers to support those affected by the earthquake and tsunami in Japan by donating to well known organizations such as the Canadian Red Cross, American Red Cross, and the Salvation Army.